

**Department of Public Works and Transportation
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



Extra yard trim work for the collection crew because of storm damage

MONTHLY REPORT

MAY 2008



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2008 began July 1, 2007.)

FACILITY	May FY08	FY08 Total	May FY07	May FY 06
Materials Recovery Facility ⁽¹⁾	7,704 tons	85,140 tons	8,482 tons	7,992 tons
Brunswick Landfill Facility ⁽²⁾	21,843 tons	235,494 tons	26,248 tons	27,687 tons
Resource Recovery Facility ⁽³⁾	54,042 tons	527,533 tons	48,800 tons	54,913 tons
Yard Trim Compost Facility	5,880 tons	68,384 tons	8,150 tons	6,383 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During May, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in May;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for May 2008 totaling \$1,592,931.43 (an increase of \$70,193.52 over May 2007);
- Updated the Aging Report (30-day arrearage was \$34,972.86 as of June 10, 2008);
- Reconciled May 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- FY09 Operating and CIP Budget was approved during May;
- Conducted FY08 year-end workshop for staff in preparation for the year-end deadlines.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next meeting will be held on Tuesday, September 9, 2008, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – SWAC next scheduled meeting will be held on Tuesday, June 3, 2008.

COLLECTIONS

News – The North Sherwood/Colesville Manor petition for trash service successfully concluded voting on May 10. Collection will begin on July 1.

Resident Missed Collection Complaints:

May 2008	147
May 2007	154
Difference	-7

Call Center:

Calls received	6,631
E-mails received	985
Voicemails received	224
Bulk trash requests	1,983
Scrap metal requests	2,443
Blue bin requests	942
Blue cart requests	287

Public Outreach:

- **Survey Cards:**

The Upcounty field staff and our Public Service Worker distributed 1,392 survey cards in May and received 3 percent of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	75%	24%	1%	0%	0%
County Staff	74%	23%	1%	2%	0%
Collection Contractors	70%	21%	2%	6%	1%

- **Comments from Survey Cards:**

"On May 19, 2008, I called to request solid waste pick-up for the following day and also for some yard trim decals. Deborah Jones was very courteous and prompt. The solid

waste was picked up before 10 a.m. and the decals arrived Thursday. Please convey my thanks for her kind assistance. This was not the first time she has helped us."

"I especially like the professional and responsive County inspector team!"

"The guys are so good. I am always willing to wait but, they always make room for us to go by so we are not late for work and school. Thank you. They are well trained."

"Very professional service."

"Trash crew does not clean up when they drop trash in the road. They often leave cans in the middle of the driveway so we can not pull into garage."

"Sometimes the bins are broken when they are thrown down after emptying."

"We had a problem with broken glass on our street—probably from the recyclables. The collectors were courteous and professional when I mentioned it, and now there is no problem at all. Thank you so much."

"Great work by all on this route. We could use a reminder on what types of plastic that can be recycled."

"Cans are always turned over so no water gets inside when it rains—also there is never any trash leftover on the streets. Keep up the good work. Also, you should pass out information to us to let us know what would make your job easier."

"I do wish County would provide large trash receptacles. I would be willing to pay for them. (yard & trash)"

"Trash should be picked up 2 times during summer months."

"Love your work. I would like to see twice a week pick-up in summer."

"Please publish a reminder of collection dates and holidays."

- **Website Survey:**

For the month of May, 50 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, crews, and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	59%	33%	8%	0%	0%
County Staff	75%	22%	3%	0%	0%
Recycling Crews	52%	36%	12%	0%	0%

- **Comments from Website Surveys:**

"Very good, but please expand your acceptance of items. Recycling is great and Montgomery County seems to be ahead of most places, but I have had some items rejected due to small stipulations of the collection people/policies."

"I think this program is great for the county and the residents. Thank you."

"I have been very pleased with my trash pickup service. The men are very careful. They do not drop any trash. They replace the tops on the containers and move the containers to the side of the road. Please thank them for me."

"It would be great if we could recycle all plastic containers, not just those with narrow necks."

"Sometimes items "escape" the bins on the way to the truck and are left on the street for residents to pick up. It does not happen often but it is something to be aware of."

"Great job!"

"Ordered a new bin...again! Bins would last longer if the crew did not THROW them! The pick-up time is very inconsistent."

"I am delighted with how easy it is to recycle here!"

"The staff that picks up the recycles sometimes rushes too much—recycle material misses the truck and as a result ends up in the streets. Sometimes bins are left in the middle of driveways."

"The customer service has been great."

Enforcement Actions:

One citation was issued in the month of May for an early morning collection under Montgomery County Code, Chapter 48-21(b).

Beauty Spot Monitoring:

Here is the summary of the activity in May:

	Number of Users Per Day	Attempted Non County Users Per Day	Attempted Yard Trim Users Per Day	Attempted Scrap Metal Users Per Day	Attempted Unacceptable Material Users Per Day
Damascus	89	1%	0%	1%	8%
Poolesville	88	3%	5%	34%	2%

Web Site:

The following is information gathered from the Montgomery County Solid Waste web site through the month of May:

Email List Memberships

Topic	Members	New Sign-Ups
Holiday Reminder	12,819	144
HHW Announcements	3,001	52
Newsletter Helper	1,257	24
Facility Updates	702	13

Solid Waste Services Website

Unique Visitors	49,500
Page Loads	150,194

Live Chats

Live	32
Missed	20

Most Popular Web Pages

1. Transfer Station
2. How to recycle/dispose of...
3. Bulk Trash
4. Latex Paint
5. Holiday
6. Household Hazardous Waste
7. Scrap Metal
8. Recycling Center
9. Electronics Recycling
10. Curbside Recycling

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in May 2008 (tons)
Computers	70 tons
TVs	64 tons
Propane Tanks	4 tons
Textiles	10 tons
Construction Materials (Don't Dump – Donate)	5 tons
Vehicle Batteries	17 tons

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – We had 6,624 patrons and solidified 60 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 11 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” restored and shipped 1.51 tons of bikes in May to countries worldwide.

Paint Recycling – The HHW Program gave away 400 gallons to 17 walk-up customers.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station is currently reviewing an application of a vendor that will collect waste vegetable oil and convert it to biodiesel.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – On May 14, the CEMS indicated excursions of Unit #1 stack gas concentrations of CO prescribed for 1-hr (10:00-10:45), and 4-hr (08:00-10:45) limitations. This was later reported by Covanta to be due to the shutdown of Unit #1 for grate bar repairs and exempt from regulation under the air permit. There were no other CEMS excursions during May.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled six times averaging 48.8 percent by volume. (Those samples were taken twice each on May 7 at both the blower inlet and flare inlet, and each on May 28 at both blower inlet and flare inlet, and the same-day measurements were taken at least two hours apart.) Gas flow rate, sampled at the flare inlet at the same time as methane concentrations taken there, averaged 1,002 scfm.

TES Contract (Weather Station) – All of the instrumentation worked normally in May. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 10.67 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – The Division’s annual Recycling Awareness Week was held May 19-23. The week is designed to raise awareness about the importance of recycling, waste reduction and buying recycled and to recognize those individuals,

businesses and multi-family properties that have contributed to the success of the County's recycling program. The week-long series of events included the Magic of Recycling Show performance at 11 public and private elementary schools who demonstrated that they have an effective recycling program infrastructure in place at their schools. In addition, DSWS hosted the annual School Recycling Poster contest awards recognition ceremony, recognizing 34 MCPS students who entered the "Don't Throw It Away, Recycle Every Day" poster contest, as well as the annual Recycling Achievement Awards Recognition Program in which 50 businesses and employees, 20 multi-family property owners, managers and residents, and 5 Recycling Program volunteers were recognized for their contributions, effort and dedication. A total of 2,498 people participated in the activities during the course of the week. A series of newspaper advertisements regarding the County's curbside scrap metal recycling program continued through May.

On-Site Composting and Waste Reduction Activities – The Division hosted a composting and grasscycling workshop for residents in May, providing participants with on-site demonstrations and information on how to compost and grasscycle. A total of 578 compost bins were distributed in May to encourage residents to compost their leaves and grass clippings on-site.

Recycling Investigations Unit – Since the unit was established, 12,687 site visits and 2,081 formal investigations have been conducted. In May, 60 NOV's were issued for infringements against the recycling regulations and Chapter 48. Twenty (20) citations were issued to businesses and multi-family properties for a variety of infractions, including failing to recycle required materials, failing to properly maintain the premises by permitting solid waste to be stored outside containers, failure to provide containers for required recyclable materials, and to a collector for collecting and transporting solid waste within the County without a valid Collector's License.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 681 on-site visits of businesses and participated in 25 educational events reaching 3633 people this month. Staff resolved 6 complaints, delivered 752 recycling bins to small businesses, and responded to 96 requests for information, ranging from requests for educational materials to presentations for property managers, tenants, and employees. Staff continues to conduct field verifications of annual recycling reports and expects to complete the verification process by the end of the summer. The fourth and final issue of the SORRT Network Newsletter is currently under development and is expected to be mailed out in late June.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 260 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. Staff participated in 10 multi-family resident education events that reached 338 people. Staff also resolved 6 resident complaints, responded to 19 requests for information, and distributed 770 multi-family recycling bins. Staff continues to field verify the Multi-Family Annual Recycling and Waste Reduction Reports covering Calendar Year (CY) 2007 to ensure that the information submitted on the reports is accurate. Staff worked on revisions to brochures that will be reprinted this fiscal year. The spring issue of

the TRRAC newsletter is underway, and the newsletter will be mailed in June 2008. For the engineering study to measure the effect of using different types of in-dwelling unit recycling containers on resident recycling participation at multi-family properties, DSWS' engineering contractor distributed survey cards to approximately 1,015 units at the participating properties. The cards request feedback on the recycling containers the residents were given to use during the study. The study's draft report is under review.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution. Staff is finalizing a mixed paper mailer that will be sent to single-family households later in June to provide a reminder of what types of paper are acceptable for recycling.

Volunteer Activities – Twenty-four volunteers provided 100 hours of their time to support recycling activities in May. One volunteer recycling block captain contributed 30 minutes of time providing a grasscycling demonstration to two residents in Rockville; two volunteers provided 10 hours of office assistance; and 22 volunteers provided almost 90 hours of service at five outreach events talking to 1,325 residents. The Recycling Volunteer Program recruited three new volunteers and nine prospective volunteers in May. To recognize and show appreciation to the Division's outstanding recycling program volunteers, DSWS is hosting a Recycling Volunteer Appreciation and Recognition Ceremony on June 4.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring and Bethesda to ensure that all participants are recycling properly. After DSWS presented a potential new business interested in joining the Bethesda Cooperative Collection project with final details and information, the business decided not to join the project at this time. The SORRT team will continue to look for other potential participants in the area.

Multi-Family Recycling and Refuse Collection Project – DSWS continues to monitor the five multi-family properties in Silver Spring.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 54,042 tons, or 1,743 tons per day. Trash deliveries averaged 12,521 tons per week. On May 14, Unit #1 was removed from service for grate bar repairs and returned to service the next day. Due to low waste receipts, Units #2 and #3 were taken out of service on May 28. On May 30, Unit #2 was taken out of service to repair an external leak on a superheater waterwall tube. The unit was returned to service the next day.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. No power was purchased during the month.

There was one Code Orange day forecasted during the month.

The following environmental activities occurred:

- Submitted the April 2008 Water Supply Monthly Operating Report to MDE.
- Meeting held with MDE to discuss any permit needs for the upcoming NOx reduction project.

Materials Recovery Facility (MRF) – Approximately 1,767 tons of commingled material were shipped out and approximately 5,937 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in May 2008. Replaced motor for conveyor transporting material under the steel magnet, and replaced bearings on the tail pulley of the conveyor transporting residue at the plastics sorting station. Reviewed bid specifications for forklift to be acquired in FY09. There were 667 visitors at the Recycling Center in May.

Oaks Landfill – On behalf of the Northeast Maryland Waste Disposal Authority (NMWDA) and DSWS, SCS Engineers, Inc. (SCS) submitted the Permit to Construct Application to MDE on January 15 for the Landfill Gas-to-Energy project. SCS submitted a revised permit application on March 4. Public information meetings were held on April 9 and May 14, 2008. MDE issued a draft permit for review to the County, but did not give a tentative determination on the permit status. SCS Engineers submitted the 60 percent design for review. The Mandatory Referral project narrative was submitted to the Maryland-National Capital Park and Planning Commission for review on May 23. A Public Hearing is scheduled for June 11.

Gude Landfill – On behalf of NMWDA and DSWS, SCS Engineers, Inc. (SCS) submitted the Permit to Construct Application to MDE on January 15 for the Landfill Gas-to-Energy project. MDE deemed the permit application administratively complete on February 4. A Public information meeting was held on April 23. MDE issued a draft permit for review to the County, but did not give a tentative determination on the permit status. SCS Engineers submitted the 60 percent design for review. The Mandatory Referral project narrative was submitted to the Maryland-National Capital Park and Planning Commission for review on May 23. A Public Hearing is scheduled for June 10.

The revised storm water management design concept for the Gude Landfill Yard Trim Processing Facility was approved by the Department of Permitting Services (DPS) on March 11. The project is proceeding with the 90 percent design submittal.

Solid Waste Transfer Station – Covanta shipped 55,977 tons of processible waste via rail from the Transfer Station to the RRF; 2,363 more tons than shipped in May, 2007.

The inbound radiation detectors had 9 alarms – 6 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, 2 alarms identified as low levels of medical isotopes with short half-lives in trash and 1 false alarm.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 98 enforcement actions were taken during the reporting period. The enforcement composition breakdown is as follows: 20 citations, 30 NOVs, and no verbal warnings were issued for expired or outdated collector's tags; 17 citations, 14 NOVs, and no verbal warnings were issued for cardboard mixed with waste for disposal; no citations were issued for illegal dumping of solid waste; 3 citations and 13 NOVs were issued for operating a collection vehicle without a tight-fitting cover; and 1 citation was issued for transporting solid waste into the County from areas outside of the County without first obtaining a valid permit from the County.

Site 2 Landfill Properties – FMOS appears to have completed the work to breach the embankment of the two ponds scheduled for abandonment during FY08. The permit has yet to be closed out. Damaged fencing was repaired and fallen trees, along with dead trees, were removed from the front yard of 19815 Martinsburg Road property.

Yard Trim Compost Facility – The facility received 5,880 tons of material for composting; this compares with 8,150 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 5,266 cubic yards of bulk LeafGro™ were shipped this month, compared with 8,786 cubic yards for the same period last year. There were 811 cubic yards of Linden Farm Humus sold; this compares with 121 cubic yards for the same period last year.

Bagging Operation – 40,350 bags were shipped to distributors. This compares with 61,272 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In May, no 1-cubic foot bags were sold.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 16,790 tons of ash residue and 5,053 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Tuscarora, Maryland – No wood waste was shipped to Butler Tree Service in May. DSWs began processing large-diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on-site.

Laurel, Maryland – Approximately 822 tons of asphalt was shipped to The Recycling Center in Laurel, Maryland, for recycling in May.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	301-840-2370 (County Office) 301-590-1032 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	301-840-2701 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	528,187 (FY07)
Latest Recycling Rate Reported in Montgomery County	43.2% (FY07)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to receipt of 77,000 tons per fiscal year.</p> <p>In FY07, 69,032 tons of yard trim were received at the Dickerson Facility.</p> <p>(An additional 8,247 tons of yard trim received in FY07 were sent to back-up composting facilities, for a total of 77,279 tons received during the fiscal year.)</p>
# Residences receiving trash collection by County contractors	89,911
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,478
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
CY	Calendar Year
DPS	Department of Permitting Services
DAFIG	Dickerson Area Facilities Implementation Group
DSWS	Division of Solid Waste Services
FMOS	Facilities, Maintenance and Operations Section
FY	Fiscal Year
HHW	Household Hazardous Waste
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NPDES	National Pollution Discharge Elimination System
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums